



**Primary / Secondary English Group Class
Terms and Conditions**

1. **Term-based Charging** – We adopt a term-based charging system where students would be billed on the first week of the school term for the entire term.

Lesson Type	Duration	Fees
P1 to P4 English	1.5 Hours	\$525/Term of 10 Lessons
P5 to P6 English	2 Hours	\$700/Term of 10 Lessons
Sec 1 to Sec 4 English (O level / IP / IB)	2 Hours	\$800/Term of 10 Lessons

2. **Discounts** – Any discounts offered at registration during various promotions will not be applicable for subsequent payments unless otherwise agreed upon with the student/parent.
3. **No Refund** – Students are expected to complete the term upon registration.
 - a. No refunds will be provided in the event of early termination.
 - b. Students who are unable to make it for physical lessons
4. **Material Fee** - There will be an annual \$50 material fee to be included in the first payment of each year. This is to cover all the materials that the student would receive over the course of the program.
 - a. Lost materials and notes would be replaced at a cost of \$0.20/page.
5. **Missed Lessons** - In the event that a student misses a class for any reason, the lesson would still be charged, and he/she may either
 - a. Attend a different class on a different day where available
 - b. Schedule a Group make-up **IF** more than one student missed the class **AND** a common time can be found
 - c. Arrange for 1-1 class at 1hr, subjected to available times of the tutor
6. **Public Holidays** – There will be **no** lessons conducted on public holidays. However, lessons would still be charged, and classes would be made up for in the following way:
 - a. A Group make-up **on the stipulated date in the schedule**
 - b. Group make up on alternative day (if a common time can be found)
7. **Teacher on Medical Leave** – In the event that the teacher is on medical leave, the class would be made up for in one of the following ways:
 - a. We can schedule a Group make-up on another date and time
 - b. 1-1 class for students who cannot make it for the group make-up



8. **Holiday Intensive Classes** – During the school holidays of June and September, there will be holiday classes for intensive revision and exam preparation. For these holiday intensive classes, students would only pay for the sessions that they attend. Payment for the classes that you wish to attend would be collected in advance.
9. **Individual Classes** – Individual lesson rates range from SGD70 – 160/hour, depending on the level of class and duration. 1 to 1 classes will have a **minimum** duration of 60 minutes and a maximum of 120 minutes.
 - a. Students are expected to attend lessons at a fixed time and day on a weekly basis. Ad-hoc lessons with different times & days will incur an **extra charge of SGD20/lesson**.
 - b. There will be a **\$50/year material fee** charged in addition to lesson fees.
 - c. All individual classes are **billed monthly in advance**. There will be no refunds for unused lesson credits. Lesson credits can be carried forward to the following month and must be consumed that month, after which credits will be forfeited.
 - d. Ace Clinic must be informed **at least 48 hours in advance** for any cancellations or rescheduling needs to avoid a cancellation charge. For the avoidance of doubt if the student cannot make the class but fails to inform the center at least 48 hours prior, the lesson will be forfeited and charged in full.
 - e. In the event that the teacher is on medical leave, a make-up class will be scheduled at a mutually agreed timing, otherwise the lesson fees will be refunded to the student.